



Save Energy. Save Money.

**Delivering Safe and Reliable Energy.
Learn more about our energy-smart
future at nvenergy.com**

Connect with NV Energy



Cross Country Assist

Last November, through the utility industry's voluntary mutual assistance program, crews and equipment were dispatched from unaffected areas in almost every state and Canada. More than 67,000 workers representing 80 utility companies responded to restoring power to more than 10 million customers who lost it in Superstorm Sandy and the Nor'easter Athena.



An NV Energy line truck is loaded onboard military aircraft at Nellis AFB bound for Long Island, New York in the aftermath of Hurricane Sandy.

Three NV Energy crews joined nearly 10,000 restoration workers who assisted the Long Island Power Authority and restored power to the residents of Smithtown, New York. Our crews were there for seven days and worked 16-hour shifts. And Smithtown responded as our crews and several from other utility companies were showered with appreciation, donuts, coffee and kind words.

The NV Energy Foundation also provided additional relief to victims of Hurricane Sandy in the form of a \$10,000 donation to the American Red Cross. The nonprofit deployed 85,000 workers from 50 states who served more than 5.6 million meals and snacks, and distributed more than 983,000 relief items such as clean-up and hygiene kits.

Smart Grid Benefits

Most of the customers affected by Superstorm Sandy had to call their utility to report the outage. That's because the United States has a centralized grid that's far from "smart," but investments in the U.S. smart grid under the Recovery Act helped. Utility Pepco, which serves Washington, DC and parts of Maryland, was able to restore power for 130,000 homes in just two days after the hurricane hit. Thanks to smart meters (two-way meters) installed in 425,000 homes, Pepco was notified by the meters' "no power" signal that allowed it to quickly pinpoint where outages were in the network. The signals arrived at their central monitoring post, allowing them to respond to customers quickly and effectively.

Learn more about NVEnergyze, our smart grid/smart meter program at nvenergy.com.



Our offices will be closed on the following holidays:

- New Year's Day** Tuesday, January 1
- Martin Luther King, Jr. Day** Monday, January 21
- Presidents' Day** Monday, February 18 (In Southern Nevada Only)

Rebates for Commercial Lighting Controls

Lighting represents approximately one-third of energy use in commercial buildings. Lighting controls help trim waste, maximize energy and efficiency, and reduce operating costs. NV Energy's Sure Bet Program provides cash incentives for installing lighting controls and other energy efficiency measures in commercial buildings.



Visit nvenergy.com/SureBet
or call 1.800.342.6335
to learn how to participate in this
energy conservation program.

College Scholarships Available

If you know of a Nevada high school student in search of a scholarship opportunity, NV Energy's Powerful Partnership Scholarship program may be just the ticket. The program recognizes the accomplishments of outstanding high school students who have demonstrated leadership in academics and community service.

Students must have a minimum grade point average of 3.0 on a 4.0 scale and completed 20 hours of community service within the previous 12 months. The one-time scholarships of \$1,000 are made based on the program's selection criteria and on the number of applications received.

To be considered for a Powerful Partnership Scholarship, high school seniors must submit a completed application by March 1.

For application details, visit nvenergy.com/scholarship.

Relatives of NV Energy employees and retirees including children, grandchildren, stepchildren, etc., are ineligible for this program.



Overhead Line Safety

If you plan on doing any work near overhead power lines, arrangements can be made to assist you to accomplish the work safely and in compliance with Nevada law.

**Call Before You Crane at
702.227.2929
at least five days before you begin.**

More Questions

For more information visit:
nvenergy.com

For Customer Service:

Northern Nevada

Call 775.834.4444

or toll free 800.962.0399

Para Español llame al
775.834.4700

Southern Nevada

Call 702.402.5555

Para Español llame al
702.402.5554

To Report an Outage

To report an outage outside of the
Reno and Carson City area,
call 800.962.0399
Reno and Carson City residents,
call 775.834.4100

Southern Nevada
To report an outage, call
702.402.2900

